

**JOB
OUTLINE**

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| **Directorate:** Customer Services | **Section:** The Harris Museum Cafe |
| **Post No:** **COMU04003** | **Designation:** Cafe Assistant | **Grade: 2****SCP:** 3-4FLW |
| **Purpose of the Job:*** Offer customers the highest standards of customer service and care
* Serve customers efficiently with food and drink orders and take payments
* Preparing basic hot and cold foods
* Assist in preparation of cafe and counters before, during and at the end of service
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| **Main duties/Responsibilities:** * To demonstrate the highest standards of customer welcome and care when managing queues, assisting customers at the counter and delivering orders to tables
* To maintain the highest standards of tidiness and appearance at all times
* To prepare basic hot and cold food and deliver consistent high standards of presentation, following style guidelines
* To serve hot and cold beverages, cakes and other food items
* To give advice and guidance on products selection to customers to ensure a positive and safe experience
* To ensure adequate stock levels of supplies and consumables for café area, report stock levels to your line manager
* To stock rotate
* Checking that orders have been correctly delivered and forwarding the order sheets to the line management
* Be aware of sales targets and use every opportunity to exceed them
* Be able to operate a till and handle cash and card transactions
* To keep all areas tidy and clean including table clearing, removing dirties and waste
* You will seek to resolve customer complaints in the first instance, taking informed/measured decisions and escalating to your line manager where appropriate
* To always work within established guidelines and operating procedures
* Ensure compliance with all legislation, H&S and food hygiene
* To commit to continuing professional development, attending meetings and training sessions as required

**Skills required for the Job:*** Have a friendly and engaging personality, be a good communicator and able to work under pressure
* Be comfortable working with members of the public, able to initiate conversations and provide a sincere welcome
* You need to be willing to learn, take instruction and work under own initiative, supporting other team members
* Assistants are on their feet for most of the day and will be required to lift and carry trays and crockery, restocking shelves etc.

NB: The Council is an equal opportunities employer and provider of services. The Council has a statutory duty to promote equality and all employees must be aware of that duty and work to the Council’s equality standards |
| In addition, other duties at the same level of responsibility may be allocated at any time.Date Produced: March 2025 |